

Commonwealth Office of Technology

Rated Service Description

Storage Area Network (SAN) Storage Support		Rate
ST50	<p>Per Megabyte allocated per month</p> <p>The ST50 service offers Storage Area Network (SAN) storage at a per MB rate</p>	\$0.005
ST50	Includes the following HARDWARE Fiber Channel directors and switches Open systems capable storage arrays Hardware maintenance and replacement costs as required.	
ST50	Includes the following SOFTWARE Management Software for the SAN cloud (COT) IBM Subsystem device driver for fail-over and load balancing	
ST50	Includes the following SERVICES LUN carving and assignment per F-180 requests Initial procurement activities, setup and installation (typically within the confines of the Commonwealth Data Center) 24 X 7 X 365 support by the Operations staff and access to the Commonwealth Service Desk Report security settings via z/OS-based RDS and RACF security conventions Support staff is available on-site Monday - Friday, 7:30am to 5:00pm. Storage support staff are on-call for after-hours, emergency support	
ST50	To Initiate Service or Report a Problem with this service Please contact the Commonwealth Service Desk: <ul style="list-style-type: none">• 24x7 Phone support: 502-564-7576• Toll free support number: 800-372-7434• Via e-mail CommonwealthServiceDesk@ky.gov <p>You will also need to complete and submit the F-180 form, along with a valid billing number, to the Commonwealth Service Desk when you request to initiate this service. The F-180 form can be found here: http://technology.ky.gov/support/cot_forms.htm</p>	
ST50	Additional Service Clarifications Storage suitable for high availability needs and other applications that have enterprise data and databases such as SQL Server, Oracle & DB2. The ST50 storage rate does not include any backups, server admin will configure backups at the request of the client. COT's oversees all changes to the enterprise via the Change Management process. Non-scheduled and/or emergency changes require Emergency Change Management approval. In addition, COT reserves the right to bill the agency for COT personnel time associated with emergency changes.	